

BROADCAST-From hospital to home: A 24/7 lifeline for patients after discharge

ANCHOR LEAD-IN

Research shows nearly 20% of people leaving the hospital experience a negative health problem within three weeks of discharge, nearly three-quarters of which could have been prevented. Now, OSF HealthCare is touting a 24/7 Post-Hospital Discharge support program that's helping more people NOT have to return to the hospital.

VO or Radio Package

People leaving the hospital are now invited to download a Get Well Anywhere app or they can opt for the web version to communicate daily with their care team. The support is 24 hours-a-day, 7 days a week through OSF OnCall, the digital health arm of OSF HealthCare. Digital Care Manager Rose Smith says those opting in, receive daily check-ins.

For people who have received a new diagnosis, Smith says the Post Hospital Discharge program can offer easy access to answers.

"This just really gives them the opportunity to send us those questions. If they want to talk to a provider, maybe they're unsure if their medications changed, this gives them an opportunity to have 24 hour access to a nurse, to a provider if maybe something comes up – that we can keep them from needing to go back to the hospital." (:19)

Thirty-day hospital readmissions across OSF hospitals are currently at 12.8% while that rate has dropped to 7% for those in the Post Hospital Discharge support program.